

SERIAL 00178 - Q Medical Transcription Services

CONTRACT PERIOD THROUGH SEPTEMBER 30, 2001

This is a County quote agreement for **Medical Transcription Services.**

Vendor:

PROTRANSCRIPTION

540 W Iron Ave #116
Mesa, AZ 85210
480-962-0991 Phone
480-962-3930 Fax
Contact: Ken Murphy

Pricing:

RUSH: \$0.115 per line
NORMAL: \$0.115 per line

MEDICAL TRANSCRIPTION SERVICES:

Various divisions of the Public Health Department of Maricopa County require Medical Transcription Services according to the Technical Specifications below. This quote is for MEDICAL transcription services only.

The Healthcare for the Homeless division of Public Health will be doing approximately 20 to 30 progress notes per day with a varying length of ¼ page to a full page. They will also be doing approximately 10 consults per month with a varying length of ½ page to a full page.

The TB division of Public Health did an annual volume of approximately 1,000 pages and anticipates the same volume this year. Page lengths and frequencies are unavailable.

TECHNICAL SPECIFICATIONS:

The vendor will provide a "Call-In" Dictation System according to the following:

1. Call In Dictation number will be available 24 hours per day, 7 days per week.
2. Call In Dictation will be transcribed into Microsoft Word format and submitted to the requesting division of Public Health via email.
3. Turnaround times for transcription is as follows:
 - RUSH: One (1) business day following dictation.
 - NORMAL: Three (3) business days or less following dictation.

4. **The vendor will identify (in this quote) the backup procedures or backup system that is in place to prevent the County from having to duplicate dictation due to a system failure or other problem. This is a critical factor.**
5. It is essential that the Contractor provide an adequate staff of experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract.
6. The email delivery will be made to a single point of contact in each Public Health division, regardless of who does the dictation.
7. The person dictating will identify which department the work is for and the purchase order number for every case.

PRICING AND BILLING:

1. Vendor will provide pricing on a “per line” basis, using a portrait word document with one-inch right and left margins.
2. Due to utilizing email and a call-in dictation system there is no need for a pickup or delivery charge.
3. It is the vendor’s responsibility to obtain a Blanket Purchase Order and an email delivery address ***prior to*** performing any work from the Public Health Departments.
4. The Public Health Departments are responsible for issuing the Blanket Purchase Order to the vendor and for making sure that the individuals who will be calling in dictation are aware that they need to identify the department AND the purchase order number prior to beginning the dictation.